



Medical Center Leadership Message

As we safely celebrate the birth of our nation with family and friends this Independence Day, let us take a moment to reflect on everything our country stands for and has overcome in our 244 years. We are truly a resilient nation. Our founding fathers helped to create and set in motion a nation built on a universal claim to human dignity, on the proposition that every man, woman and child had a right to a future of freedom, dignity and equality.

For just a moment, let us listen to the words again:

“We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness.”

Let us remember the men and women Veterans, who have all fought together to protect and honor the values, principles and freedoms we currently enjoy. Our active military and Veterans have scarified much to honor and uphold our values and freedom. Thank you for your sacrifice and your leadership in helping us be free.

Summer is in full swing and the weather is getting nicer and as communities and businesses begin to reopen, please recognize physical distancing and masking are to keep not only you, but your fellow Americans safe.

Know that through buddy system, we will be able to keep the spread of this virus in check and get back to some semblance of normalcy.

We at the medical facility and in our Community Based Outpatient Clinics are working every day to keep Veterans and staff safe while providing exceptional healthcare. By continuing to utilize virtual care, practicing physical distancing, hand washing having every person who enters one of our facilities wear a mask and by limiting the amount of unnecessary foot traffic, we are helping to keep all safe and healthy.

Stay safe and enjoy your Independence Day,

Vince Kane
Director
Wilmington VA Medical Center

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COVID-19 – Moving Forward

The Wilmington VA Medical Center and our five Community Based Outpatient Clinics (CBOC) in Delaware and southern New Jersey remain open, safe and are ready to care for your medical needs. As we move forward in providing care, please understand that we have made changes to promote safety in our facilities. We continue to implement and practice enhanced safety measures, including physical distancing, masking and limiting the number of patients utilizing waiting room space to keep you and our staff safe.

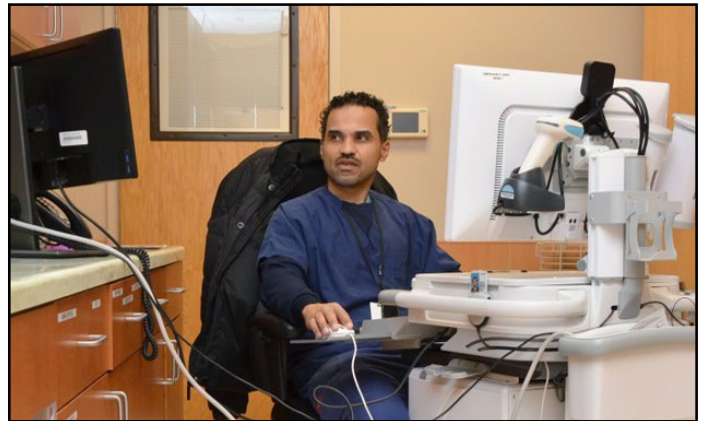
If you plan on coming to our medical center or CBOCs, please help us protect our Veterans and staff by following the requirement of anyone entering must wear a face covering or mask. Please call ahead to notify us of your health care needs at **1-800-461-8262**, select Option **2**. During this time, we want to discourage “walks-ins” and prefer that all care be scheduled during Phase 1 of our Moving Forward Plan.

Virtual Care

During this pandemic, we have relied more on virtual care than ever before. Feedback has been very positive, and we encourage you to continue to utilize virtual care as necessary to continue to receive health care. Please call **1-800-461-8262**, select Option **2**, to make virtual appointments.

More information on using virtual appointments can be found at:

- connectedcare.va.gov
- mobile.va.gov/app/va-video-connect.



We also encourage you to contact us using secure messaging through MyHealtheVet. More details on how you can coordinate care through safe, secure web-based messaging can be found on the next page.

Scheduling Appointments

Please schedule all your appointments including blood work and x-rays prior to coming to any of our facilities.

To promote safety, we continue to discourage walk ins and ask that you please contact us via phone at **1-800-461-8262**, select Option **2**, so we can better coordinate your care. We will gradually increase service capacity during each phase as we move forward.

If you need appointments in more than one clinical area, we will try to schedule them on the same day in order to prevent multiple trips to our facilities.



Please contact the facility at the above number to consolidate your all your appointments.

COVID-19 – Moving Forward (continued)



Hours of Operation

Our main medical facility remains open for routine, outpatient services Monday – Friday, 8 a.m. – 4:30 p.m. Our emergency department, inpatient care and Community Living Center remain open 24 hours a day, 7 days a week and fully ready to meet your emergent health care needs.

If you need to access emergent care at any time call 911. If you have questions about your care outside of normal business hours, call **1-800-461-8262** and press **0** to speak with the Wilmington VA Medical Center night operator, who will be able to assist you Monday – Friday after 4:30 p.m., weekends and holidays.

CBOC Operations

As we move through our phased moving forward plan, our CBOCs will gradually and safely increase face-to-face care. Virtual care will remain a preferred method to address routine care needs and follow-up care. We also continue to encourage you to use secure messaging to communicate with your care team.

For the most up-to-date information, including hours of operation and services, please check the Operating Status of individual CBOCs at www.wilmington.va.gov/emergency.

As with the main medical facility and to avoid “walk-ins,” please call ahead to schedule all appointments.

Visitation

To ensure the health and safety of our Veterans, staff and visitors, we’re currently following CDC guidelines and limiting visitors for patients receiving care at Wilmington VA Medical Center.

Limiting outside visitors helps us protect older Veterans and those who already have health issues.

If you want or need a family member or friend to be a part of a scheduled health care visit, please let us know ahead of time so we can safely prepare for their participation. We do make an exception for Veterans who qualify as an end-of-life “compassionate case.”

Secure Messaging/MyHealthVet

Secure Messaging is a safe and secure web-based messaging service. Secure Messaging allows you to:

- Ask **non-urgent, non-emergency** health related questions.
- Update your VA health care team on your health condition.
- Request VA referrals and medication renewals.
- Manage your VA appointments.
- Ask routine administrative questions.

More information can be found at www.myhealthvet.va.gov.



COVID-19 – Moving Forward (continued)



Rx Refills

There are several ways you can request refills your prescriptions without having to come into one of our facilities.

- **Online:** You can use My HealtheVet at www.myhealthvet.va.gov to refill your VA prescriptions and view your VA prescription history online.
- **Mail Order:** Medication refills can be requested by mailing the refill notice provided to you at the time of your original fill.
- **Telephone:** Call our Automated Refill Line at **302-633-5484**.

More information about our pharmacy services can be found on our website at www.wilmington.va.gov/services/pharmacy.

Future Communications

Effective communication will be critical as we move forward. We will provide routine announcements to our Veteran community through:

- Our website at www.wilmington.va.gov;
- Email campaigns – sign up at www.wilmington.va.gov/features/index.asp;
- Social media – Follow **@WilmingtonVAMC** on [Facebook](#), [Twitter](#) and [Instagram](#);
- MyHealtheVet/Secure Messaging – Learn more at www.myhealthvet.va.gov.

Thank you, for your understanding as we navigate COVID-19 together. Our priority is to keep our Veterans and staff safe in our facilities.

Free Gun Locks Now Available!

Gun locks are available for free to all Veterans by contacting one of our Suicide Prevention Coordinators.

- General number: 1-800-461-8262 Ext. 4805
- Wilmington VA Medical Center: 302-275-5676
- Sussex County CBOC: 302-354-7052
- Atlantic County CBOC: 302-300-6570

You can also call the Veterans Crisis Line at 1-800-273-8255 (Press 1) and you will be able to contact a local Suicide Prevention Coordinator.



Wilmington VA Surpasses 8,000 Telehealth Visits in Fiscal Year 2020

The U.S. Department of Veterans Affairs (VA) recently announced that video telehealth appointments to Veterans' homes increased over 1,000%, as Veterans increasingly chose virtual care through VA Video Connect during the Covid-19 pandemic.

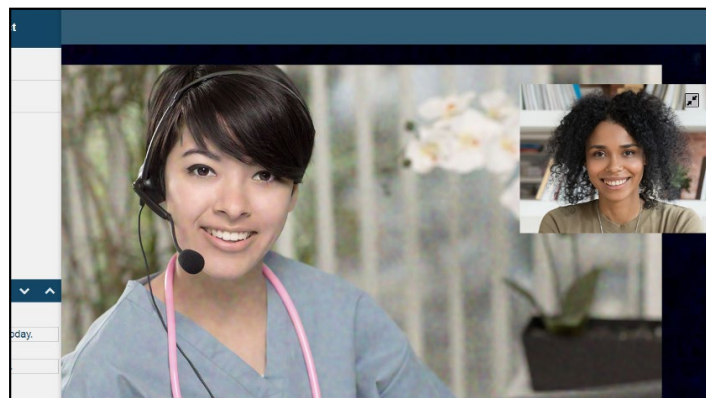
VA Video Connect allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet connection. As in-person interactions decreased in response to the COVID-19 pandemic, VA Video Connect supported Veterans' abilities to continue care and remain safely at home. Usage of video to home services has been increasing since mid-March with peak usage reaching over 29,000 appointments per day.

In Delaware and southern New Jersey, the Wilmington VA Medical Center has conducted **8,403 telehealth appointments** between October 1, 2019 and June 30, 2020.

The increase at Wilmington VA Medical Center represents a **922.26%** increase from October 1, 2018, and June 30, 2019, in which only 844 VA Video Connect Visits occurred.

Other telehealth milestones from the Wilmington VA Medical Center increase in virtual care can be seen in the current usage rate of the approximately 33,000 Veterans served by the medical center and its five clinics can be found below:

- VA Video Connect (Video-to-Home) **11.31%** – approximately 3,730 Veterans
- Clinical Video Telehealth (Clinic-to-Clinic) **18.30%** – approximately 6,000 Veterans
- Premium Account users **50.72%** – approximately 16,700 Veterans
- Unique percentage of MyHealththeVet Secure Messaging active senders **24.36%** – approximately 8,000 Veterans



“Video appointments provide Veterans safe, convenient access to care”

Wilmington VA Medical Center leads Veteran Integrated Service Network (VISN) 4 in each of these categories. VISN 4 is comprised of 9 VA campuses, 45 outpatient clinics, 1 mobile clinic, and 17 vet centers in Pennsylvania, Delaware, southern New Jersey and parts of New York and Ohio.

VA is also taking strides to bridge the digital divide for Veterans who lack the technology or broadband internet connectivity required to participate in VA telehealth services. At the national level, VA is working with strategic partners, through the VA Secretary's Center of Strategic Partnerships, to increase access to the technology that Veterans need to connect with their VA health care team virtually.

“As we near the three-year anniversary of the launch of VA Video Connect, even during these challenging times, VA has and continues to maintain access to high-quality health care for Veterans,” said Wilmington VA Medical Center Director Vince Kane. “As the service becomes more popular, VA remains committed to providing a seamless user experience to ensure Veterans have access to care where and when they need it.”

Read more about VA Video Connect. For information about VA's telehealth services visit connectedcare.va.gov.

VA Supports 988 Expansion for National Suicide Prevention Crisis Line and Veterans Crisis Line access

The U.S. Department of Veterans Affairs (VA) announced their support for the Suicide Prevention 988 expansion initiative, a new national three-digit emergency telephone number to access crisis call centers across the country for suicide prevention and mental health services, including the [Veterans Crisis Line](#), by July 2022.

VA is working alongside the [Federal Communications Commission](#), the [Substance Abuse and Mental Health Services Administration](#), and the [National Suicide Prevention Lifeline](#) to implement and activate the 988 expansion.

“The 988 three-digit number will help Veterans and non-Veteran callers quickly access help in times of crisis and open the door to engage new individuals in life-saving care,” said VA Secretary Robert Wilkie. “The Veterans Crisis Line will continue to remain available 24/7, 365 days a year, by calling 1-800-273-8255 and pressing 1.”

Once activated, the 988 expansion will also grant VA the opportunity to collaborate with the suicide prevention community across the United States.

This initiative is aligned with the [President’s Roadmap to Empower Veterans and End a National Tragedy of Suicide \(PREVENTS\)](#) program, a nationwide plan to raise awareness about mental health, connect Veterans and others at risk of suicide to federal and local resources.

If you or someone you know is having thoughts of suicide, contact the Veterans Crisis Line to receive free, confidential support and crisis intervention available 24 hours a day, 7 days a week, 365 days a year. Call 1-800-273-8255 and Press 1, text to 838255, or chat online at [VeteransCrisisLine.net/Chat](#).

Are you a Veteran in crisis or concerned about one?

Connect with the Veterans Crisis Line to reach caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves.



New VA Travel Reimbursement System Announced!

The U.S. Department of Veterans Affairs (VA) is rolling out a new system in July for Veterans and eligible beneficiaries to submit and track transportation reimbursement claims using VA's secure web-based portal, [Access VA](#).

The Beneficiary Travel Self-Service System (BTSSS), which is accessible 24/7, 365 days a year, will simplify how [eligible Veterans and beneficiaries](#) claim mileage reimbursement for travel to and from both VA health care or VA authorized non-VA health care service locations.

"VA is working diligently to find new ways to innovate and simplify how we serve Veterans and their beneficiaries," said VA Secretary Robert Wilkie. "Streamlining the Beneficiary Travel Self-Service System will help our Veterans get their travel reimbursements more securely and efficiently."

BTSSS enables Veterans and caregivers to submit claims for reimbursement of costs from a personally owned vehicle, common carrier, meals and/or lodging, and other travel related expenses such as tolls, parking and luggage.

The national implementation across [Veterans Integrated Service Networks \(VISN\)](#) will run in phases through November. The first phase will start in July and includes VA Salt Lake City Health Care System, Kansas City VA Medical Center, Bay Pines VA Health Care System, Bay Pines, FL and Minneapolis VA Health Care System. The implementation will continue in phases beginning on the following dates:

- **September 8:** VISN's 1, 9, 12, 17, 21, 22
- **October 5:** VISN's 2, 6, 10, 15, 20
- **November 2:** VISN's 4, 5, 7, 8, 16, 19, 23

Veterans in Delaware and southern New Jersey will be able to use the new reimbursement system beginning November 2, 2020.

As BTSSS goes live, the use of kiosks will be discontinued however, in person claims and hard-copy submissions are still available.

For more information on BTSSS and eligibility, visit the [VA Travel Pay Reimbursement](#) webpage at www.va.gov/health-care/get-reimbursed-for-travel-pay.

Wilmington VA Medical Center Construction Project Updates

As part of our continued effort to meet the needs of our growing Veteran population, Wilmington VA has three large construction/lease projects underway. The three projects include the expansion and relocation of the Kent County and Cape May County Community Based Outpatient Clinics (CBOC)s, and the addition of a parking garage at the Wilmington VA Medical Center.

Construction at our two new CBOCs continues to move forward and we anticipate by early fall we will be ready to open the new Cape May County (Rio Grande) and Kent County (Dover) locations.

Parking garage construction is also underway at the main facility in Wilmington

We also have a Request For Proposals (RFP) out for a new Atlantic County site.

Kent County CBOC

The current Kent County CBOC, located at 1198 South Governors Avenue in Dover, Delaware, will be relocated to the former Blue Hen Mall at 655 South Bay Road in Dover. This move will increase the clinic space from its current size of 9,000 square feet to over 29,000 square feet. The additional space will allow for the expansion of services such as primary care, behavioral health, specialty services, and telehealth.



Cape May CBOC

The Cape May County CBOC will be relocating from its current location on the Cape May Coast Guard Station to a portion of the Rio Grande Mall in Rio Grande New Jersey. This move will allow for expansion into an 11,000 square foot clinic offering primary care, behavioral health, specialty care, and telehealth.



Construction Project Updates (continued)

Parking Garage

In May, we began the construction process on our hospital's new parking garage. Our new four-story, 370-spot parking complex will include a covered walkway to our hospital's West entrance. This will become our facility's main entrance so Veterans have immediate, convenient access to routinely utilized services, such as: Release of Information, Eligibility and Enrollment, Billing, Patient Advocates and Veterans Transportation.



While we make these improvements, we will be prioritizing Veteran parking on our campus to help ensure that there is minimal impact to the ease of access to health care while at our facility. We have created new temporary lots and will be providing shuttle services to our entrances to for your convenience. While we are working to lessen any inconvenience to you during construction, please allow some extra time (15 minutes) when visiting the hospital for an appointment.

We anticipate being finished with construction mid-2021 and will provide routine updates to keep you informed.

Getting Care During Construction

We appreciate your patience and understanding while we make these improvements to our facilities, which will help provide you with an enhanced health care experience.

As always, we encourage our Veterans to not delay any essential care and to call 1-800-461-8262, select Option 2, to make face-to-face or virtual appointments. Veterans can also use secure messaging through MyHealtheVet by visiting www.myhealth.va.gov.

Other Announcements

Veteran Town Halls

Since the beginning of the COVID-19 pandemic, we have moved our Veteran Town Halls to a virtual format. Your voice is important to us and we will continue to utilize these platforms to conduct our Veteran Town Halls.

Look out for upcoming announcements with the dates and instructions for our next Veteran Town Halls in the coming weeks. We plan on holding these town halls the week of July 20 – 24.

CBOC Openings

We are putting the final touches on the construction of our new Cape May County CBOC in Rio Grande, New Jersey, and our Kent Country CBOC in Dover, Delaware. We will be announcing the grand openings of these facilities closer to the opening date.

We are excited to expand the health care services available to our Veterans.

Flu Shots

Flu season is approaching. As we finalize our immunization strategy, we will be sending out notifications to make sure you are aware of where and when you can receive your immunization.

Annual Report

We recently published our [2019 Annual Report](#). You can read all about our patient experience initiative, our 2019 operating statistics, mental health, social work and more. You can download the report from our website at www.wilmington.va.gov/pressreleases/summary.asp.

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Locations

Main Location

Wilmington VA Medical Center

1601 Kirkwood Highway
Wilmington, DE 19805-4917
Phone: 302-994-2511
1-800-461-8262

Community Based Outpatient Clinics (CBOC)

Delaware

Kent County CBOC

1198 South Governors Avenue
Suite 201
Dover, DE 19904-6930
Phone: 1-800-461-8262, ext. 2400

Sussex County CBOC

21748 Roth Avenue
Georgetown, DE 19947-2300
Phone: 1-800-461-8262, ext.2300

Southern New Jersey

Atlantic County CBOC

1909 New Road
Northfield, NJ 08225-1537
Phone: 1-800-461-8262, ext.2800

Cape May County CBOC

1 Munro Avenue
Cape May, NJ 08204-5000
Phone: 1-800-461-8262, ext.2850

Cumberland County CBOC

79 West Landis Avenue
Vineland, NJ 08360-8122
Phone: 1-800-461-8262, ext.6500

Find Additional VA Locations

www.va.gov/find-locations

Important Contact Information

Anticoagulation Management & Education

800-461-8262 Ext. 5977

Audiology

800-461-8262 Ext. 5252

Behavioral/Mental Health

302-994-2511 Ext. 4805,
800-461-8262 Ext. 4805

Cancer Care Coordinator

800-461-8262 Ext. 4702

Care Giver Support Program

302-994-2511 Ext. 4837

Chaplain Services

800-461-8262 Ext. 5433,
800-461-8262 Ext. 4592

Community Living Center

800-461-8262 Ext. 4679

Dental Service

800-461-8262 Ext. 5283

Diabetes Education & Management

800-461-8262 Ext. 4630

Emergency Room

302-994-2511 Ext. 5209

Environment Health Registry for Veterans

302-994-2511 Ext. 4190

Eye Clinic

302-994-2511 Ext. 4665

Geriatrics and Extended Care

800-461-8262 Ext. 4679

Healthy Eating

302-994-2511 Ext. 5595

Home-Based Primary Care

302-994-2511 Ext. 4434

MOVE!

Weight Management Program

302-994-2511 Ext. 5595

Medical Foster Home Program

800-461-8262 Ext. 4972

Military Sexual Trauma (MST)

800-461-8262 Ext. 2451

MyHealtheVet

302-994-2511 Ext. 5849

National Veterans Crisis Line

800-273-8255 Ext. Press 1

Nutrition and Food Services

302-994-2511 Ext. 7778

Oncology

302-994-2511 Ext. 4270

Outreach

302-357-8715, 302-304-5509

Pharmacy – Prescription Refills

302-633-5484

Prosthetics & Sensory Aids Service

800-461-8262 Ext. 5343

Public Affairs

302-994-2511 Ext. 5389

Smoking Cessation Services

800-461-8262 Ext. 4662

Suicide Prevention Coordinator

302-275-5676,
800-461-8262 Ext. 4805

Telehealth

800-461-8262 Ext. 5928

Transplant Coordination

302-994-2511 Ext. 4814

Traveling Veteran Program

800-461-8262 Ext. 4488 or
7859, 302-383-2181



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